



**CLEARFORCE**

# Continuous Driver Risk Evaluation

ClearForce is an innovative workforce assurance solution that immediately identifies driver misconduct or risk and enables companies to take appropriate, legally compliant actions to prevent or remedy issues. The ClearForce solution increases passenger and public safety and security by ensuring employed or contracted drivers are in good standing every single day they provide service under the company logo and brand.

ClearForce's unique offering provides continuous, real-time, and automated alerts of criminal activity to address a current operational vulnerability; the material coverage and timing gap between an initial background check and an annual re-check. In the event a driver is arrested for a serious crime during this "gap" and no action is taken, the company's brand and shareholder value will be adversely affected by media exploitation and possible litigation. ClearForce closes what can potentially represent a 364-day security gap with two key enhancements.

First, ClearForce delivers real-time notification when a driver is convicted of a crime, enabling Company to initiate an immediate background re-check rather than waiting for scheduled re-checks. Therefore, re-checks are dynamically prioritized based on alert notification,

not a static scheduled review. Drivers with disqualifying convictions are suspended immediately, when the conviction occurs. Department of Transportation has stated one-third of drivers convicted of DUI are repeat offenders, emphasizing the urgency of timely notification and action. ClearForce provides both non-FCRA (Fair Credit Reporting Act) real-time conviction notification alerts, as well as the ability to trigger an FCRA search of national/state/ and local county search convictions once an alert is received.

Second, ClearForce enables real-time delivery and legal use of criminal arrest alerts for those offenses where immediate investigation is prudent. Companies can filter offenses to only those infractions with low incident rates but representing material safety risk to passengers. For example, you can receive intra-day alerts of violent crimes (rape, sexual and/or aggravated assault) and/or felonies. Notification of these specific arrests can be investigated by the same team that handles customer complaints through ClearForce centralized and legally compliant workflow. This further enhances passenger safety and security by enabling the suspension of high-risk drivers in these uncommon, but very serious situations; and in a fully legally compliant manner. The legal use and investigation of violent arrests data can establish safety as a competitive differentiator.

[www.clearforce.com](http://www.clearforce.com)

## LEGALLY COMPLIANT WORKFLOW

For criminal arrest alerts, ClearForce provides an operationally efficient EEOC (Equal Employment Opportunity Commission) compliant and bias-free workflow to enable investigators to take appropriate action. For those low frequency but high-risk situations, ClearForce offers legally compliant mini-investigation features to ensure a non-discriminatory, policy-driven, standardized process and case management. ClearForce's role-based architecture automates checks and balances to provide initial anonymity and protect against personal bias or favoritism, as new alerts are presented to display infractions only, not the drivers name.

## AUTOMATION AND EFFICIENCY

Real-time conviction alerts can be fully automated for integration to the driver management system to initiate new immediate re-checks. Using the integrated and legally compliant workflow, any necessary investigative work is streamlined and efficient, and in many cases, replaces manual processes to adjudicate driver complaints in a reactive manner. ClearForce pre-defines policies that are 100% configurable and can be adjusted for a desired level of alerting based upon available resources within the investigation team (e.g., violent crimes such as sexual assault). No additional investigative resources are required.

## A PRACTICAL EXAMPLE

A driver is arrested in January 2018 for rape, driver posts bail, the trial is scheduled 8 months later in August 2018 and he is convicted. Company has the driver scheduled for a background re-check in July 2018.

### Current Process

Company is not aware of the arrest and no conviction is captured in the July 2018 re-check, hence no disqualification from driving. The conviction is eventually captured in the next scheduled recheck, which is July 2019 (11 months after the conviction and 18 months after the arrest – all the while actively driving for Company).

### ClearForce Process

Company is notified of the rape arrest in January 2018 and begins its mini-investigation in ClearForce (e.g., requests arrest report, interviews the driver) which may or may not lead to temporary or permanent suspension prior to conviction.

Company is notified of the rape conviction in August 2018 immediately processes a re-check and disqualifies the driver in August 2018.

*ClearForce delivers  
workforce assurance and  
insider risk management*

For more information,  
Contact ClearForce at  
888-870-5773



**CLEARFORCE**